

FWP COMMISSION AGENDA ITEM COVER SHEET

Meeting Date: June 9, 2011

Agenda Item: Campsite Reservation Program -Update

Division: Parks

Time Needed on Agenda for this Presentation: 5 minutes

Background

In late March 2011 the new campsite reservation program went on-line for the public. The first weekend of actual reservations being valid was Memorial Day weekend, the traditional start of the summer recreation season. The purpose of this item is to provide the Commission with an update of the new program and how the initial implementation has gone to-date. Some background:

- (20) parks on the reservation program; destination camping parks statewide.
- 75% of the campsites in each park reservable/25% traditional walk-in campsites.
- Allows visitors to pre-plan their stay in a state park.
- Eliminates the need for campers to arrive mid-week to have a campsite for the weekend.
- Provides a means for families or friends to camp together.
- Addresses a top customer inquiry.
- Private reservation company operates the program.
- Reservations are convenient – call center (31%) or on-line website (69%) capabilities.
- Reservation fees pay for the program - \$10 per reservation.
- To-date approximately 9,730 nights have been reserved via approximately 2,950 reservations.
- Most reserved park = Tongue River Reservoir SP @ 1,550 nights reserved to-date.
- Least reserved park = Brush Lake SP @ 21 nights reserved to-date.

Program Implementation

An Environmental Assessment (EA) was issued for public comment in April 2010. Public comments were minimal.

The first weekend of reservations occurred Memorial Day weekend. Approximately 750 reservations were in-place for the holiday weekend.

Parks staff were in the field talking with campers throughout the weekend. Public input on the new program was positive statewide. Many visitors commented that they were familiar with a campsite reservation program from other states. Others offered that they would not have camped Memorial Day weekend without the assurance they would have a campsite when they arrived.

Customer concerns and issues received during and following Memorial Day weekend have been minimal. Overall, the public has been both appreciative of the new program and patient with our field staff as the program's implementation gets underway for the 2011 summer season.